

COMMUNICATION MANAGEMENT SYSTEM FOR MANAGING MULTIPLE
INCOMING COMMUNICATIONS, SUCH AS FROM ONE GRAPHICAL USER
INTERFACE

ABSTRACT OF THE DISCLOSURE

A system and method is described for managing communications, including telephone calls, to a user. In one embodiment, the user configures a telephone services provider system (TSPS) to handle incoming calls based upon information stored in a contact management software database. The user may provide a handling code in part of an unused data field in the standard contact management software database. The TSPS interfaces with the contact management software using open application programming interfaces (APIs). The user views and manages communications, including incoming calls, caller contact information, and call histories from a user interface. In one embodiment, the user interface is the standard contact management software interface.